

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL007-049	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED 01/25/2024
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NAME OF PROVIDER OR SUPPLIER
COUNTRY LIVING ESTATES

STREET ADDRESS, CITY, STATE, ZIP CODE
**424 WHARTON STATION ROAD
WASH, NC 27889**

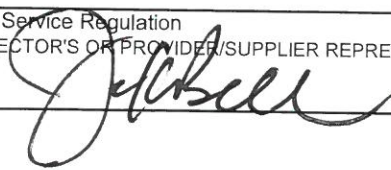
(X4) ID PREFIX TAG	SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION)	ID PREFIX TAG	PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY)	(X5) COMPLETE DATE
V 000	<p>INITIAL COMMENTS</p> <p>An annual survey was completed on January 25, 2024. Deficiencies were cited.</p> <p>This facility is licensed for the following service category: 10A NCAC 27G .5600A Supervised Living for Adults with Mental Illness.</p> <p>This facility is licensed for 6 and currently has a census of 5. The survey sample consisted of audits of 3 current clients.</p>	V 000		
V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to ensure fire and disaster drills were held at least quarterly and repeated on each shift under conditions that simulate fire emergencies. The findings are:</p>	V 114		

RECEIVED

FEB 27 2024

DHSR-MH Licensure Sect

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE



TITLE

BSN, RN, OP

(X6) DATE

2/16/24

Division of Health Service Regulation

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V 114	<p>Continued From page 1</p> <p>Review on 1/25/24 of facility records for January 2023 thru December 2023 revealed:</p> <p>Fire Drills: -All fire drills were completed between 6:47am - 8:47am. -No documented fire drills for the 2:30pm-10:00pm shift or the 10:00pm-6:00am shift.</p> <p>Disaster Drills: -All disaster drills were completed between 6:50am-8:55am. -No documented fire drills for the 2:30pm-10:00pm shift or the 10:00pm- 6:00am shift.</p> <p>Interview on 1/25/24 client #2 stated he participated in drills at the facility.</p> <p>Interview on 1/25/24 client #4 stated he did fire drills at the facility.</p> <p>Interview on 1/25/24 client #5 he participated in drills at the facility.</p> <p>Interview on 1/19/24 the Qualified Professional stated shifts at the facility were: 9:00am-5:00pm, 5:00pm-1:00am, 1:00am-9:00am. He understood the requirement that fire and disaster drills were to be completed at least quarterly and repeated on each shift under conditions that simulate fire emergencies.</p>	V 114		
V 118	<p>27G .0209 (C) Medication Requirements</p> <p>10A NCAC 27G .0209 MEDICATION REQUIREMENTS</p> <p>(c) Medication administration: (1) Prescription or non-prescription drugs shall only be administered to a client on the written order of a person authorized by law to prescribe</p>	V 118		

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V 118	<p>Continued From page 2</p> <p>drugs.</p> <p>(2) Medications shall be self-administered by clients only when authorized in writing by the client's physician.</p> <p>(3) Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.</p> <p>(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration. The MAR is to include the following:</p> <p>(A) client's name;</p> <p>(B) name, strength, and quantity of the drug;</p> <p>(C) instructions for administering the drug;</p> <p>(D) date and time the drug is administered; and</p> <p>(E) name or initials of person administering the drug.</p> <p>(5) Client requests for medication changes or checks shall be recorded and kept with the MAR file followed up by appointment or consultation with a physician.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews, observation and interviews, the facility failed to administer medications on the written order of a physician and failed to keep the MARs current affecting three of three clients (#2, #4 and #5). The findings are:</p> <p>Finding #1:</p>	V 118		
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V 118	<p>Continued From page 3</p> <p>Review on 1/25/24 of client #2's record revealed: - 20 year old male. - Admission date of 9/28/23. - Diagnoses of Autism Spectrum Disorder, Major Depressive Disorder- Moderate with Anxious Distress, Attention Deficit Hyperactivity Disorder and Schizophrenia Spectrum Disorder.</p> <p>Review on 1/25/24 of client #2's signed FL2 dated 9/28/23 revealed the following medication orders: - Divalproex Sodium (depression) 250mg- Take 1 2 times daily. - Fluticasone Prop (allergies) 50mcg- 1 spray each nostril daily. - Melatonin (insomnia) 3mg- Take 2 at bedtime. - Olanzapine (schizophrenia) 10mg- Take 1 at bedtime.</p> <p>Review on 1/25/24 of client #2's October 2023- January 2024 MARs revealed the following blanks: October 2023 - Divalproex 10/7/23 at 8pm. - Melatonin 10/7/23 at 8pm. - Olanzapine 10/7/23 at 8pm.</p> <p>November 2023 - Divalproex 11/27/23 at 8pm. - Melatonin 11/27/24 at 8pm. - Olanzapine 11/27/23 at 8pm.</p> <p>December 2023 - Divalproex 12/12/23 at 8pm. - Melatonin 12/12/23 at 8pm. - Olanzapine 12/12/23 at 8pm.</p> <p>January 2024 - Divalproex SOD ER 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am.</p>	V 118		
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V 118	<p>Continued From page 4</p> <ul style="list-style-type: none"> - Fluticasone Prop 50mcg Spray- 1/17/23 at 8pm. - Melatonin 1/1/24 at 8pm; 1/10/24 at 8pm and 1/15/24 at 8pm. - Olanzapine 1/1/24 at 8pm; 1/10/24 at 8pm and 1/15/24 at 8pm. <p>Interview on 1/25/24 client #2 stated he received his medications daily as ordered.</p> <p>Finding #2: Review on 1/25/24 of client #4's record revealed:</p> <ul style="list-style-type: none"> - 30 year male. - Admission date of 3/17/19. - Diagnoses of Schizoaffective Disorder- Bipolar Type, Asthma. <p>Review on 1/25/24 of client # 4's signed FL2 dated 8/3/23 revealed the following medication orders:</p> <ul style="list-style-type: none"> - Cogentin (Benztropine) (tremors) 0.5 milligrams (mg) - Take 1 twice daily. - Symbicort (Budesonide-Formoterol) (wheezing) 160-4.5 microgram (mcg) - Inhale 2 puffs 2 times daily. - Clonazepam (agitation) 0.25mg - Take 1 2 times daily. - Omeprazole (GERD) 20mg- Take on daily. - Prazosin (nightmares) 1mg- Take 3 at bedtime. - Propranolol (mood) 10mg- Take 1 2 times daily. <p>Review on 1/25/24 of client # 4's October 2023, December 2023 and January 2024 MARs revealed the following blanks:</p> <p>October 2023</p> <ul style="list-style-type: none"> - Cogentin - 10/7/23 at 8pm - Symbicort - 10/7/23 at 8pm. - Clonazepam 10/7/23 at 8pm. - Prazosin - 10/7/23 at 8pm. - Propranolol - 10/7/23 10mg 8pm. 	V 118		

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V 118	<p>Continued From page 5</p> <p>December 2023</p> <ul style="list-style-type: none"> - Cogentin - 12/12/23 at 8pm - Symbicort - 12/12/23 at 8pm. - Clonazepam - 12/12/23 at 8pm. - Prazosin - 12/12/23 at 8pm. - Propranolol 12/12/23 at 8pm. <p>January 2024</p> <ul style="list-style-type: none"> - Cogentin - 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am. - Symbicort - 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am. - Clonazepam - 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am. - Omeprazole - 1/17/24 at 8am. - Prazosin - 1/1/24 at 8pm; 1/10/24 at 8pm and 1/15/24 at 8pm. - Propranolol - 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am. <p>Interview on 1/25/24 client #4 stated he received his medications daily as ordered.</p> <p>Finding #3: Review on 1/25/24 of client #5's record revealed:</p> <ul style="list-style-type: none"> - 27 year old male. - Admission date of 05/15/23. - Diagnoses of Autism Spectrum Disorder Level 3, Major Depressive Disorder- Recurrent-Moderate w/ Anxious Distress and Obsessive Compulsive Disorder. <p>Review on 1/25/24 of client #5's signed FL2 dated 6/9/23 revealed the following medication orders:</p> <ul style="list-style-type: none"> - Fluvoxamine Extended Release (ER) (antidepressant) 100mg Take 2 at bedtime. - Fluticasone Propionate (allergies)- 1 spray both nostrils 2 times daily 	V 118		

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V 118	<p>Continued From page 6</p> <ul style="list-style-type: none"> - Focalin (stimulant)- 5mg Take 2 daily. - Loratadine 10mg (allergies) 10mg Take 1 daily. <p>Review on 1/25/24 of client #5's October 2023, December 2023 an January 2024 MARs revealed the following blanks:</p> <p>October 2023</p> <ul style="list-style-type: none"> - Fluvoxamine ER 11/7/23 at 8pm. <p>December 2023</p> <ul style="list-style-type: none"> - Fluticasone Prop 50mcg 12/12/23 at 8pm. - Fluvoxamine ER 12/12/23. <p>January 2024</p> <ul style="list-style-type: none"> - Fluticasone Prop 1/1/24 at 8pm; 1/10/24 at 8pm; 1/15/24 at 8pm and 1/17/24 at 8am. - Fluvoxamine ER 1/1/24 at 8pm, 1/10/24 at 8pm and 1/15/24 at 8pm. - Focalin 1/17/24 at 8am. - Loratadine 1/17/24 at 8am. <p>Interview on 1/25/24 client #5 stated he received his medications daily as ordered.</p> <p>Interview on 1/25/24 the House Manager stated:</p> <ul style="list-style-type: none"> - Clients receive their medications daily as ordered. A blank in the MAR was probably because staff administered it but forgot to check it off. <p>Interview on 1/25/24 the Qualified Professional/Registered Nurse stated:</p> <ul style="list-style-type: none"> - He understood the MAR administer medications on the written order of a physician and failed to keep the MARs current. <p>Due to the failure to accurately document medication administration it could not be determined if clients received their medications as ordered by the physician.</p>	V 118		

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Plan of Correction

Country Living Guest Home , Inc.
 Country Living Estates
 MHL-007-049

ID Prefix Tag	Plan of Correction	Complete Date
<p>V114 27G .0207 Emergency Plans and Supplies</p>	<p>The facility will continue to conduct fire drills on a monthly basis. Each month, the drill will be conducted during a different shift, ensuring that a drill is held in each of the 3 designated shifts per quarter.</p> <p>Designated Shifts are as follows: -1st 9am to 5pm -2nd 5pm to 1am -3rd 1am to 9am</p> <p>All drills will simulate fire emergencies.</p> <p>Fire drills will be documented on the Fire & Disaster Drill Rehearsal Form located within each individual home.</p> <p>All drills will be reviewed monthly by the designated Quality Assurance Supervisor. Prior to signing off on the drill, the QAS will ensure that drills have been conducted in a manner that is consistent with the information listed above.</p> <p>A management meeting was held on 1/29/24 to discuss the deficiency noted by DHHS on 1/25/24. The meeting was conducted by [REDACTED] and [REDACTED] LCSW, QP, Administrator with all 3 Quality Assurance Supervisors present.</p>	<p>2/16/24</p>

V118
27G .0209 (C) Medication
Requirements

The facility will ensure all medications are administered per physician's order and documented on the MAR.

2/16/24

The MAR will remain current.

The facility will continue to utilize an electronic medication administration record (EMAR) offered through Express Care Pharmacy.

Additional medication administration training was provided to all staff within the agency on 2/8/24 and 2/9/24. The agency offered 2 dates to ensure attendance of all staff. The training was conducted by [REDACTED].

Management continues to explore scenarios that led to the "blanks" on the EMAR. Staff denies making the medication errors. Issues related to medication counts have not been reported to the RN/QP. The QAS will continue to monitor med counts throughout the month and prior to staff opening the new batch on the 7th of each month. Management continues to consult with Express Care Pharmacy to rule out technical errors associated with the EMAR system.

The facility hired another RN on 11/6/23. The EMARs will be monitored daily over the next several months as a result of the deficiency. They will be monitored weekly and as needed thereafter to ensure compliance with medication administration requirements. Oversight of the EMARs will be the responsibility of a facility RN.

All feedback and findings related to medication administration will be reported to [REDACTED].

Provider Signature: _____

Jepher Bell BSN, RN, CP

Date: _____

2/16/24